

## **ACCESSIBILITY FOR ONTARIANS**

### **PURPOSE**

At Friendly Manor Nursing Home, we take employee safety seriously. If you have a disability, whether permanent or temporary, and may need help during an emergency, we ask that you let us know. Anyone who identifies themselves as someone with a disability will be asked to complete a self-assessment form, then work with their immediate supervisor to develop emergency response information that will meet your needs in an emergency.

Friendly Manor is pleased to be able to provide goods or services to people with disabilities whether they are a resident, staff member, family member or community partner.

### **POLICY**

1. It is the policy of Friendly Manor Nursing Home to allow all assistive devices, this includes wheelchairs, screen readers, hearing aids, canes, walkers<sup>14</sup> or oxygen. The staff will assist visitors with items to a from their cars.
2. Service animals are welcome into any public places of the facility, these would include the lounges and corridors, resident rooms, or dining room.
3. Support Persons are welcome in all public areas of the facility.

## **ACCESSIBLE CUSTOMER SERVICE PLAN**

Friendly Manor Nursing Home is committed to excellence in serving and providing Goods and Services to people with disabilities.

### **ASSISTIVE DEVICES**

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

### **COMMUNICATION**

We will communicate with people with disabilities in ways that consider their disability.

### **SERVICE ANIMALS**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **SUPPORT PERSONS**



**Nursing Home**

**Policy #HR – A3**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

**NOTICE OF TEMPORARY DISRUPTION**

In the event of a planned or unexpected disruption to services for customers with disabilities Friendly Manor will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, it's anticipated length of time, and a description of alternative facilities or services, if available.

**TRAINING**

Friendly Manor Nursing Home have staff who are trained on accessibility. Staff will provide accessible customer Service. The staff are trained Registered Nurses, Registered Practical Nurses and Personal Support Workers.

**FEEDBACK PROCESS**

Customers who wish to provide feedback on the way Friendly Manor provides goods and services to people with disabilities can provide feedback by speaking with the Administrator or by mailing your feedback to P.O Box 305 Deseronto, Ontario, K0K1X0. All feedback, including complaints, will be handled by a telephone call or written correspondence. Customers can expect to hear back within 7 days.

**NOTICE OF AVAILABILITY**

Friendly Manor will notify the public that our documents related to accessible customer service, are available upon request.

**EMPLOYEE ACCESSIBILITY PLANS**

All employees, volunteers of Friendly Manor Nursing Home will be given a letter requesting that they notify the Administrator of Friendly Manor of any accessibility requirements. Any employee who has a disability whether is it permanent or temporary will be asked to complete a self-assessment form. Management will then work with that employee to develop and individualized emergency response information sheet that will meet the employees needs should an emergency occur.

Any accommodations that are required can be discussed at the time of a job offer.